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What is claimed is:

1. A method for operating a call center, wherein incoming external telephone calls are automatically distributed to terminals to be answered by call center agents, comprising the process steps:

- connecting of an external call to a free terminal of an agent;
- storing of a message by the agent concerning the content of the call between the caller and agent;
- automatic assignment of the message to the existing connection;
- forwarding of the call to a separate hold line;
- renewed connection of the held call to a free terminal of an agent;
- playback of the message assigned to the held connection at the agent's terminal in such a way that the message is audible only for the agent.

2. The process of claim 1, characterized in that the agent's message is saved as an audio file and played back acoustically.

3. The process of claim 1 or 2, characterized in that the saved message is played back automatically immediately prior to establishing the renewed connection to a terminal.

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4. The process of claims 1 through 3, characterized in that the separate hold line is connected to an interactive voice response, so that the renewed connection to a terminal can be initialized by the external caller.

5. The process according to any of claims 1 through 4, characterized in that the external call is initially connected to a first terminal of a first agent, and that the held connection is transferred from the hold line to a second terminal of a second agent.